

HIDDEN LEAKS

If you require more information about whether you could have a leak on your property, or how to apply for an Ex-Gratia Allowance, please contact Busselton Water.



Last digit of your house or lot number	Your 2 scheme watering days are:
1	Wednesday and Saturday
2	Thursday and Sunday
3	Friday and Monday
4	Saturday and Tuesday
5	Sunday and Wednesday
6	Monday and Thursday
7	Tuesday and Friday
8	Wednesday and Saturday
9	Thursday and Sunday
0	Friday and Monday

YOU MAY WATER ONLY ON YOUR NOMINATED DAYS, EITHER BEFORE 9AM OR AFTER 6PM.

THE 2 DAY RESTRICTION DOES NOT APPLY TO BORE USERS.



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BUSSELTON WATER

LEAK DETECTION



Tel: (08) 9781 0500

Conserve and Save

CHECKING FOR LEAKS IN YOUR PROPERTY

INTERNAL LEAKS

A leak on your property can potentially cost you a lot of money, if you suspect you may have a leak it is vital you contact a plumber as soon as possible to have this fixed.

While major leaks may be easily noticed and repaired quickly, a hidden underground leak is not always so noticeable and can go on for sometime before you realise. You can take the following steps to check for a leak.

HOW TO CHECK FOR A HIDDEN INTERNAL LEAK

- Turn all water-using appliances off so that no water is being used. This means turning off all water inside and outside the house including showers, sinks, washing machines and any appliance that uses water. If you have a sprinkler irrigation system this must also be turned off manually.

- Locate your meter. This is usually located at the front boundary of your property. You'll recognize it as a low metal pipe structure with a tap handle and meter dial. Should you have any trouble finding your meter contact Busselton Water.
- Watch the Meter. If any of the digits begin to flip over you may have an internal leak and will need to contact a plumber to have this fixed.
- Alternatively take note of the reading on your meter at the end of the night, before you go to bed and another first thing in the morning. A change in the reading may indicate a leak.

WHAT DO I DO IF I HAVE A LEAK

You will need to get a licensed plumber to come out to your property and locate the leak as well as repairing it.

You may then be eligible for an Ex-Gratia claim to have some of the wasted water written off.

WHAT IS AN EX-GRATIA

Busselton Water may grant a special Ex-Gratia (Act of Grace) allowance to customers who have experienced an increase in water consumption which is subsequently discovered to have resulted from a hidden leak.

- No allowance will be granted for buildings less than four (4) years old.
- No allowance will be granted for leaks in reticulation systems, hot water systems, air conditioning units, pools or spas.
- All claims must be made to Busselton Water in writing within three(3) months.
- Ex-Gratia allowance will only be assessed on wasted water consumption greater than 100 kilolitres.

